Contents

Overview

Purpose

The Outcomes tab tracks items that a customer has scheduled to do or has accomplished. The navigators and/or intermediaries can use the Outcomes tab to:

- Check a quick status of items for the customer.
- Review and/or add:
  - Services
  - Goals
  - Measurable Skill Gains
  - Earned Credentials
  - Success Stories
  - Employment
  - Exit
  - Follow-up

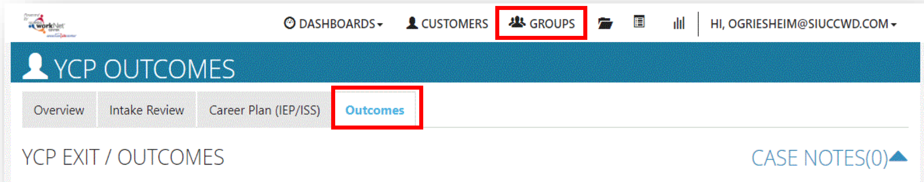
Who Enters/Maintains Data

All Illinois workNet partners with access to Youth Careers Pathways can view data dependent upon the level of partner access.

- Partner Role - Staff can view/edit the items on the tab.
- Customers - Customers can access their information about their Outcomes from My Dashboard.

Access Customer Progress Page

1. Log in to www.illinoisworknet.com.
2. Select My Dashboard.
3. Select Partner Tools.
4. Select Customer Support Center.
5. Select Groups in the top menu.
6. Select a group.
7. Select the customer's name to access their information.
8. Select the Outcomes tab.



Outcomes Sections

Summary

The summary provides a graphic depiction of where the customer stands on each of the performance measures. The results column tracks if items have been entered or achieved. The status column tracks whether the item has been completed.

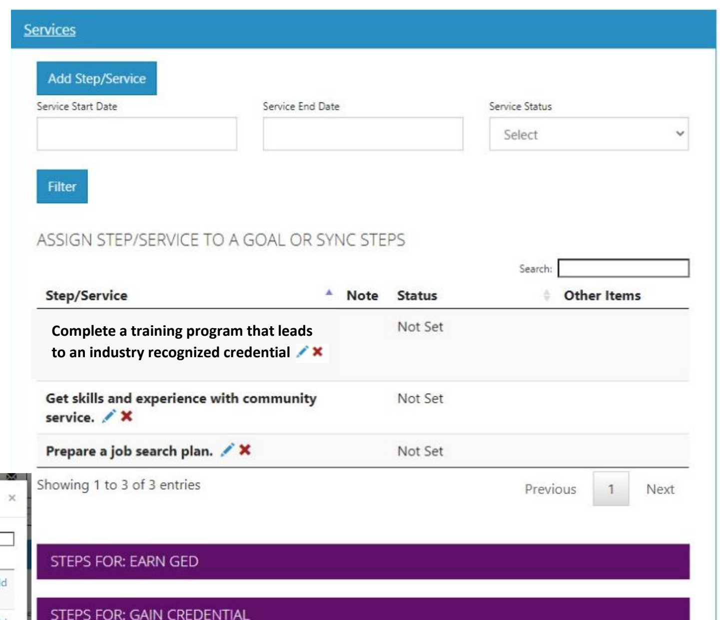
Action Item	Result	Status
1. All services marked as complete (successfully/unsuccessfully).	Not Completed	Not Complete
2. Measureable Skill Gains (MSG) have been entered.	Not Completed	Not Complete
3. Industry recognized credentials have been entered.	Not Completed	Not Complete
4. Customer is exited.	Not Completed	Not Complete
5. Follow-up is complete.	Not Completed	Not Complete

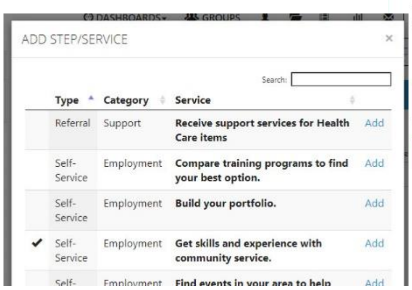
Services

This section tracks the services entered for the customer. Services can be added in the career plan or in this section. Services should be assigned to goals.

To add a service from the Outcomes tab:

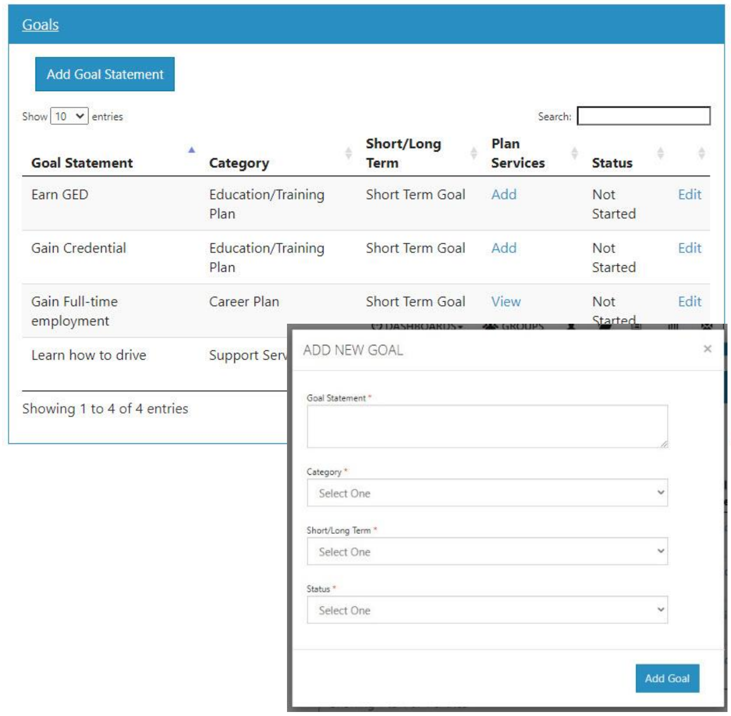
- Select Add Step/Service.
- Click Add by the desired service.
- Click the pencil icon to edit the step.
- Complete the information for the service in the Career Plan. (Check Career Plan directions for more information).





Goals

Goals are items that the customer would like to achieve. They can be added from the Goals section of the Career Plan or in this section. To add a goal from this section:

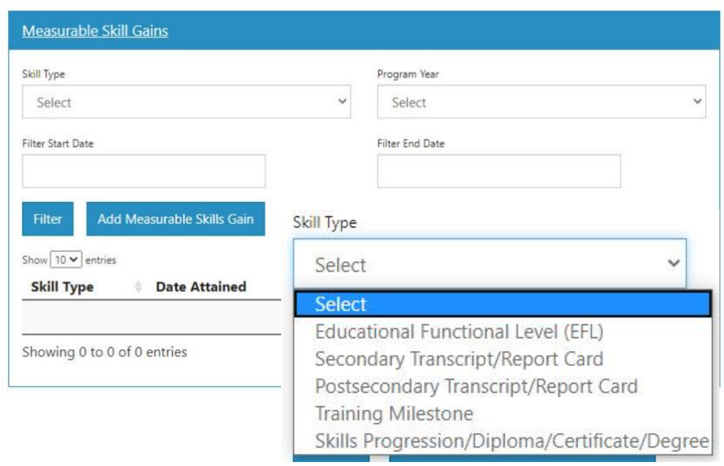


- Click Add Goal Statement.
- Complete the information on the goal window that opens.
  - Add a simple goal statement.
  - Select a goal category:
    - Support Services
    - Career Plan
    - Education/Training Plan
    - Independent Living
  - Select Short Term or Long Term Goal.
  - Select Status:
    - Not Started – *Preferred*
    - On Track
    - Off Track
    - Complete
  - Click Add Goal.

Goals are added to the list of goals. Services may be added by clicking Add. The goal may be amended by clicking Edit.

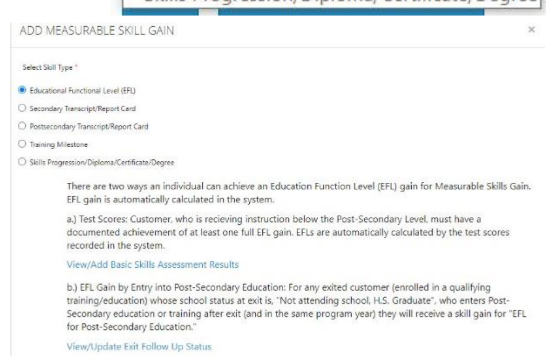
Measurable Skill Gains

This section tracks skill gain with specific measurements. *See the Illinois Workforce Development System (IWDS) Recording Measurable Skill Gains (MSG) on the Partner page for full definitions.*



Select one of five types of skills:

- Educational Functional Level (EFL)
- Secondary Transcript/Report Card
- Postsecondary Transcript/Report Card
- Training Milestone
- Skills Progression/Diploma/Certificate/Degree

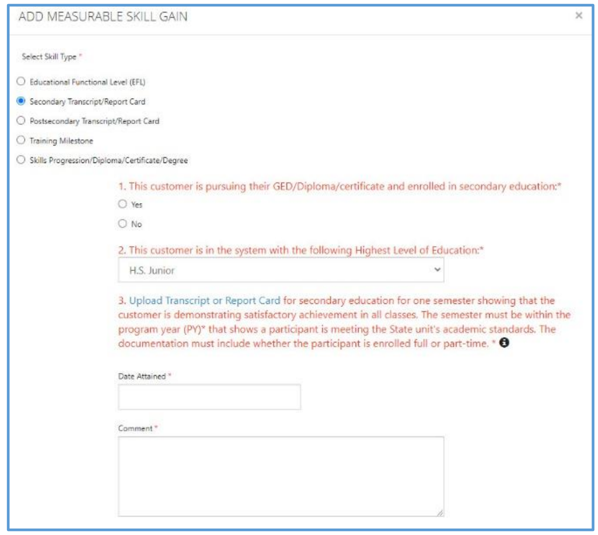


Educational Functional Level (EFL)

- Based upon documented test scores added in the Assessments section of the customer profile, i.e. TABE 11/12 with one full grade level increase.

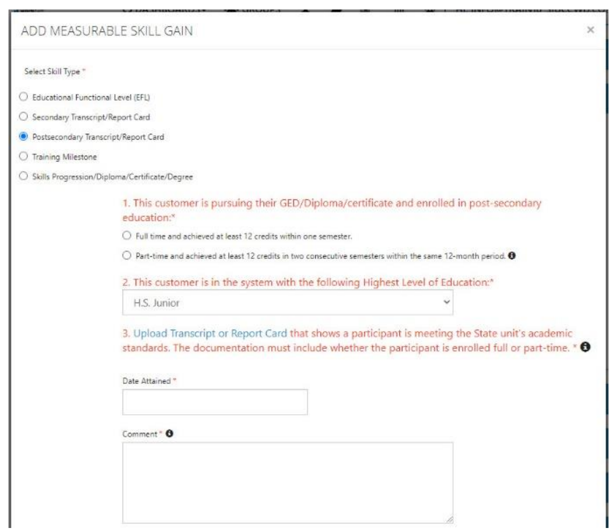
- An additional measure would be those customers who enter Post-Secondary education or training after exit in the same program year whose school status was "Not attending school; H.S. Graduate".

Secondary Transcript/Report Card



- Applies to participants without a high school diploma or equivalency at program entry.
- Participant's transcript or report card for secondary education for one semester showing that the participant is demonstrating satisfactory achievement in all classes. The semester must be within the program year (PY).
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
    - Answer the questions.
    - Upload the associated document.
    - Enter Date Attained.
    - Add a Comment.
    - Click Save.

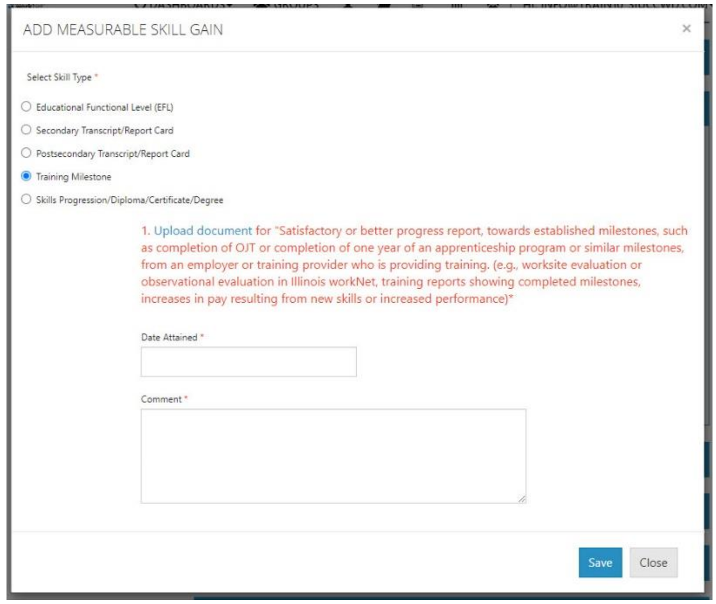
Postsecondary Transcript/Report Card



- Applies to participants enrolled in post-secondary education.
- Full-time Students must achieve a minimum of 12 credits within one semester.
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institution's standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one PY and the second semester ends in the next PY, the MSG would be achieved in the PY that the second semester ends.
- Documentation: Transcript or Report Card that shows a participant is meeting the State unit's academic standards. The documentation must include whether the participant is enrolled full-or part-time.
- The report card/transcript must not show that the participant dropped out of school, was removed from the institution, or any other condition that indicated removal on academic or conduct grounds.
- Any reasonable verification of a transcript or report card will meet the requirement for documentation such as an unofficial transcript or online report card.
    - Answer the questions.
    - Upload the associated document.
    - Enter Date Attained.
    - Add a Comment.
    - Click Save.

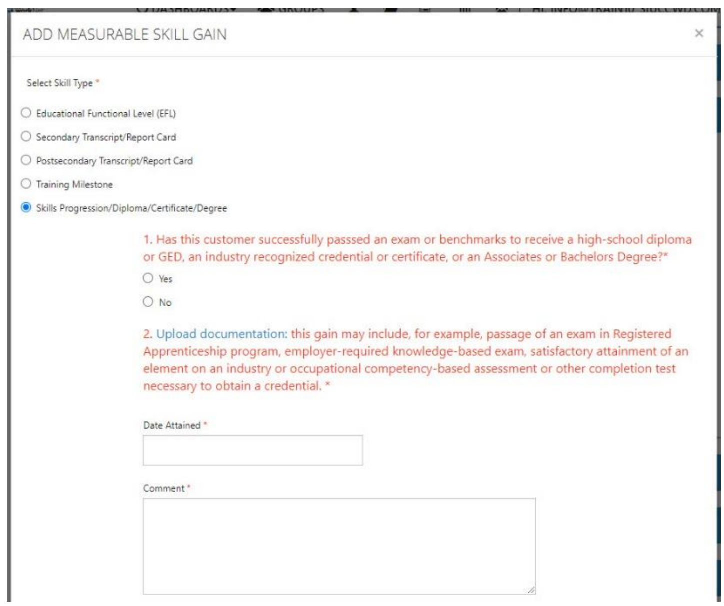
Training Milestone

- "Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training." (e.g., training reports showing completed milestones, increases in pay resulting from new skills or increased performance.)
- There are various types of achievements that count towards a Training Milestone gain. Programs should determine appropriate documentation and methods that count towards training milestones.
    - Upload the associated document.
    - Enter Date Attained.
    - Add a Comment.
    - Click Save.



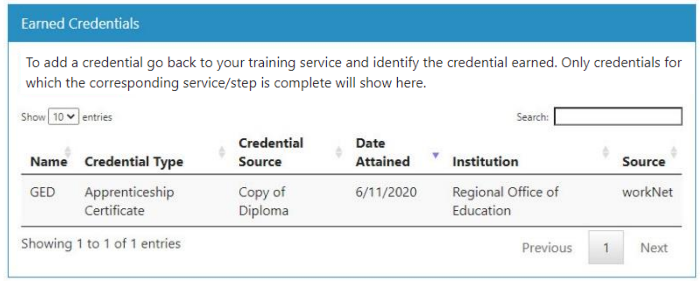
Skills Progression/Diploma/Certificate/Degree

- "Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams."
- Documentation for this gain may include, for example, the passage of an exam in a Registered Apprenticeship program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or another completion test necessary to obtain a credential.
- **Skills Progression/Diploma is selected for achievement of a high-school diploma or GED, an industry-recognized credential or certificate, or an Associate or bachelor's degree.**
    - Answer the questions.
    - Upload the associated document.
    - Enter Date Attained.
    - Add a Comment.
    - Click Save.



Earned Credentials

This section tracks the achievements, qualifications, or credentials earned by the customer. To add a credential, you must do so from the step/service associated with the credential.


Earned Credentials

To add a credential go back to your training service and identify the credential earned. Only credentials for which the corresponding service/step is complete will show here.

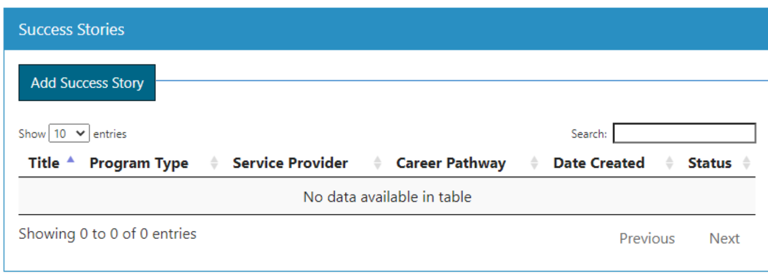
Show 10 entries Search:

Name	Credential Type	Credential Source	Date Attained	Institution	Source
GED	Apprenticeship Certificate	Copy of Diploma	6/11/2020	Regional Office of Education	workNet

Showing 1 to 1 of 1 entries Previous 1 Next

Success Stories

This section displays the Success stories submitted by or about the participant. When the link to add a Success Story is clicked, the user is directed to the WIOA Success Story Guide. Success stories added will appear in the list and can be sorted by ordering the column headers.


Success Stories

Add Success Story

Show 10 entries Search:

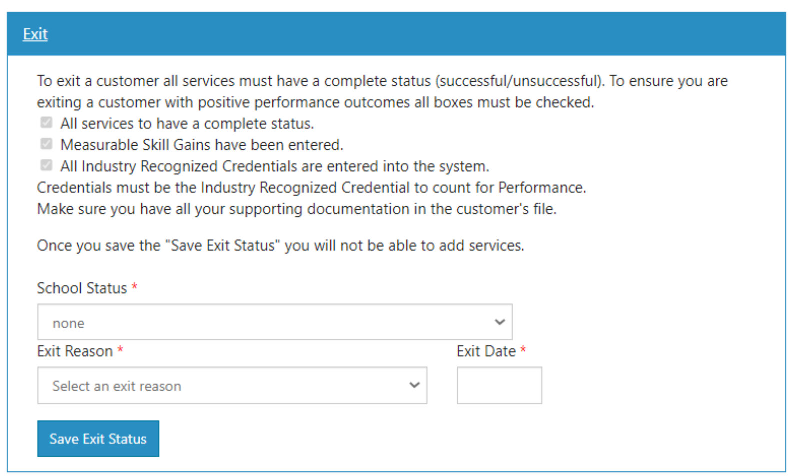
Title	Program Type	Service Provider	Career Pathway	Date Created	Status
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

Exit

This section tracks a customer's exit information. To exit a customer all services must be marked as complete. To ensure you are existing a customer with positive performance outcomes make sure to add their Measurable Skill Gains and Industry Recognized Credentials. To exit the customer, you will:

- Select their School Status.
- Select their Exit Reason.
- Enter their Exit Date.
- Click Save Exit Status.


Exit

To exit a customer all services must have a complete status (successful/unsuccessful). To ensure you are exiting a customer with positive performance outcomes all boxes must be checked.

- All services to have a complete status.
- Measurable Skill Gains have been entered.
- All Industry Recognized Credentials are entered into the system.

Credentials must be the Industry Recognized Credential to count for Performance.
Make sure you have all your supporting documentation in the customer's file.

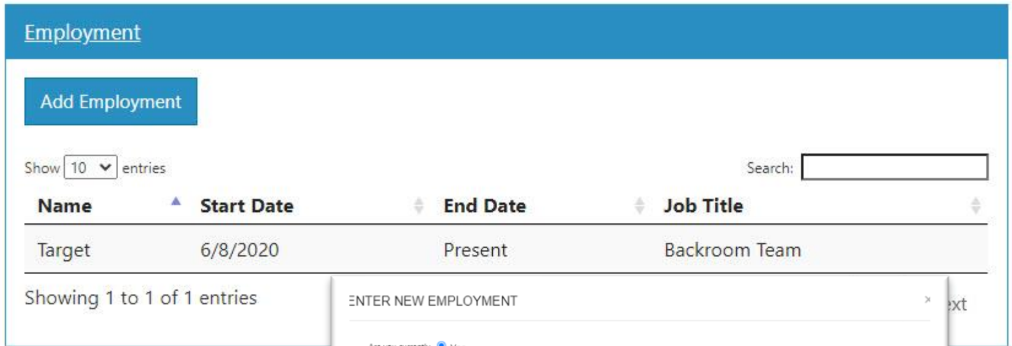
Once you save the "Save Exit Status" you will not be able to add services.

School Status *
none
Exit Reason *
Select an exit reason
Exit Date *

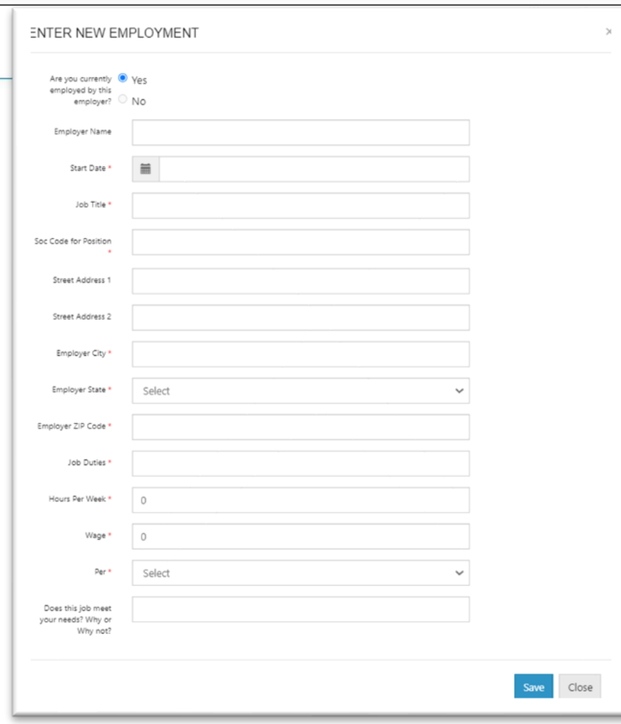
Save Exit Status

Employment

This section tracks customer employment after exiting the program. It is entered in the Outcome tab. Positions added will appear in the list and can be sorted by ordering the column headers.



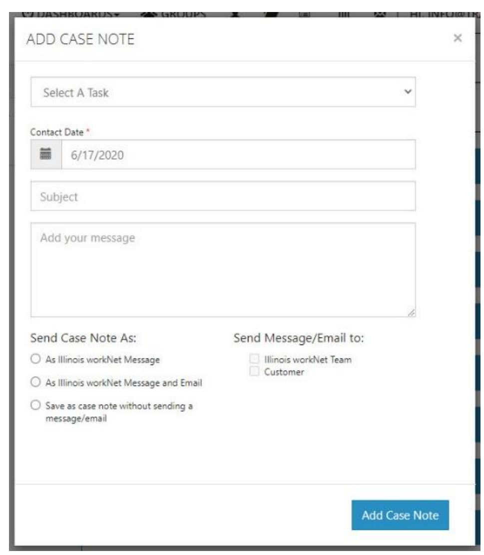
- Click Add Employment
- Select if position is current.
- Enter Employer name.
- Enter start date.
- Enter Job title.
- Enter Soc Code for position.
- Enter address details.
- Enter job duties.
- Enter hours per week.
- Enter wage.
- Select wage Per.
- Answer Yes or No if the job meets your needs and explain Why or Why not?
- Click Save.

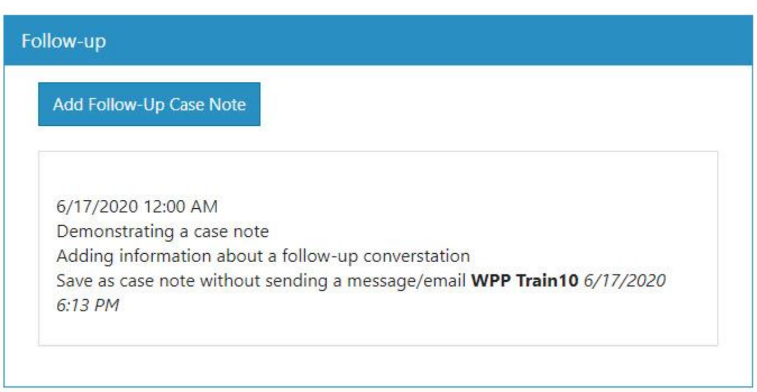


Follow-up

This section tracks the follow-up communications the Intermediary should have with the customer at any time.

- Select Add Follow-Up Case Note
- Complete the parts of the case note.
- Select how it will be saved and to whom it will be sent.





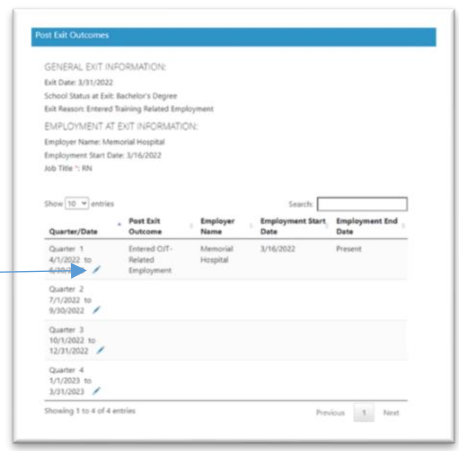
Post Exit Outcomes

This section tracks customer's post exit outcomes every quarter after exit. Post exit outcomes are used to measure a customer's success as part of the program. This section is completed after a customer has been exited from the program regardless of if it was a successful or unsuccessful exit. You will gather post exit outcomes as part of the follow-up process.

If a customer has not been Exited, then the Post Exit Outcomes section will show as blank.

Once a customer is exited from a program their post exit outcomes section will update and provide you with

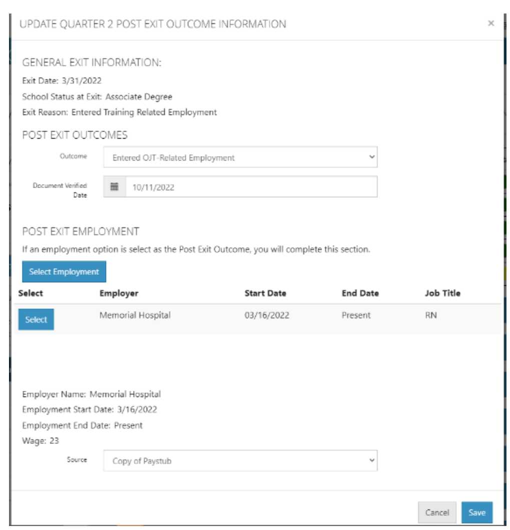
- General Exit Information
  - Exit Date
  - School Status at Exit
  - Exit Reason
- Employment At Exit Information (if applicable)
  - Employer
  - Employment Start Date
  - Job Title
- There are four quarters to report Post Exit information. Each quarter will identify the dates in which each post exit quarter occur. You will be required to update them system on the customer post exit outcomes for each quarter. The outcomes must be updated to reflect the customer's situation for the dates identified for that quarter.



To add or edit a Post Exit Outcome Quarter:

- Click the edit button next to the Quarter than needs updated.
- Select the Outcome.
- Enter the Document Verified Date.

If the Post Exit Outcome is Employment related, then complete the Post Exit Employment section. This information is pulling from the Employment section on the outcomes page.



- Click Select Employment. This will display the exit employment information.
- Click Select next to the employment associated with this outcome.
- Select the Source used to verify employment.
- Click Save.